



Air Force Materiel Command

Developing, Fielding, and Sustaining America's Aerospace



U.S. AIR FORCE

**HQ AFMC/PKV:
QAPC Workshop
Hill AFB, UT
9-10 March 2004**

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Integrity - Service - Excellence



Quality Assurance Program Coordinators (QAPC) Workshop



- **Audience**
- **Agenda overview**
- **Feedback from the field (during)**
- **Schoolhouse discussion**
- **Sampling of successes**
- **Guest briefers: Kirtland and Edwards**
- **Feedback forms (afterward)**



Audience

- **68 attendees**
 - AFMC: 24 ACC: 11 AETC: 9
 - AMC: 7 AFSPC: 5 PACAF: 3
 - AIA: 2 DCMA: 1
 - HQ AFMC: 5 SAF/AQC: 1
- **GS-9 thru GS-15; 6 military attendees**
- **QAPCs: ~45**
- **Full-time QAPCs: ~15**
- **Warranted PCOs: ~20**
- **Services buyers, administrators: ~40**



Agenda Overview

Day One

- ~~Two~~ **SAF/AQC**
 - AFI 63-124 Interim Change
 - GSA
 - MIPRs
 - role of QAPC
- **AETC Schoolhouse**
- **QA Training and crosstalk**

Day

- **Kirtland AFB QAPC Program**
- **Edwards AFB QAPC Program**
- **MOASP**
- **IG items of interest**
- **Performance Management**
- **PBSA**



Feedback from the Field

- **AFI 63-124 Interim Change**
 - Intent was flexibility (mandatory / not mandatory) - reality is different: need authority
 - Phase I Training by contractor? QAPCs: “No!!”
- **QAPC role - stuck in the middle**
 - Refresher training to reflect changes - resist
- **Functional QA training lacking**
 - SrA or A1C with no practical experience - insult
- **Web-based v. classroom training**
 - Advocated a balanced approach with both



Feedback from the Field

- **Internal issues**
 - Commander rank; support/attitude toward QA
 - QAPCs lack rank/stature (GS-11 or GS-12)
 - Viewpoints differ between PCO and QAPC
 - PCO and CA not reviewing SOW at all
 - QAs capabilities - hit or miss
 - QAPCs left hanging out in the wind...
- **Concerns about current and future state of AFIs 63-124 and 63-125**



Schoolhouse Discussion

- **Specifics:**
 - 8 academic days
 - 3-4 classes per year
 - 8-18 students per class
 - MAJCOMs can pay for mobile course
- **Cannot teach off draft documents**
- **Don't mandate training sequence or materials**
 - Web material available
 - QAPC "network" (e-mail distro list)



Sampling of Successes

- **Tinker - web-based training**
- **AFSPC - PBSA SOW review team**
- **AFMC Community of Practice**
 - Promotes exchange of ideas
 - Enables sharing of documents
 - QAPCs desperate for sources of help



Guest Speaker: Kirtland

- **QAPC realm: very little structure**
 - Varying levels of comfort
 - Simultaneously dealing with change
- **Workload**
 - 16 AFI 63-124 PBSA contracts; 10 >\$100K
 - 377 ABW: 9 Functionals; 40 QAP
 - Det 8 AFRL: QAPC aug; 10 Fnx; 40-60 QAP



Guest Speaker: Kirtland

- **Innovations: “teaming works”**
 - Phase I: contract-specific, tailored; *all* included
 - Sometimes Phase II
 - Just in Time: BRAGs and post-award mgmt
 - Hands-on: concurrent SOW, SDS and QASP develop; CO, CA, QAPC, Functional and QAPs
- **Challenges**
 - PBSA: differing views
 - A-76: QAPs were RIF'd into their jobs
 - QAPs not happy; career opportunities



Guest Speaker: Edwards

- **AFFTC Centralized Performance Management Division (PKQ)**
 - Report only to Director, PK
 - 4 PK assigned positions
 - 8 matrixed permanent QAP positions (4 are CE): 1101 series w/standardized PRD called “Performance Management Specialists”
- **Workload**
 - 23 contracts requiring oversight
 - Assist in SOW prep; developed SDS and QASP



Guest Speaker: Edwards

- **Previous problems with decentralized**
 - **Lacked coordinated supervision**
 - **Inferior qualifications**
 - **Not properly trained in technical aspects**
 - **Surveil contracts that cross two or more functional areas: organizational confusion**
 - **Excessive turnover**
 - **Low skill levels**
 - **Lack of organizational or occupational stature**
 - **Worked under different classification series**



Guest Speaker: Edwards

- **Challenges to establishing PKQ**
 - No workforce
 - No facility
 - No budget
 - QAPs not happy; few career opportunities
- **Benefits to establishing PKQ**
 - Previous surveillance required 16 QAPs; now 5
 - FY03 cost savings calculated at \$895K



Feedback Forms

- **SAF/AQC: mixed reviews**
 - Good insight, valued ability to ask questions
 - Unclear how well briefer related to those in the trenches
- **Guest speakers: overwhelmingly positive**
 - Kirtland: audience related, gave good ideas
 - Edwards: novel ideas but rambled a bit
 - Surprise favorite: HQ AFMC/IG
 - HQ AFMC/PKV: “entertaining”
- **Universal comment: crosstalk and networking was invaluable**
- **Conference “excellent!” - need more!**
- **QAPCs wanted specific info on how to do their job**



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